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1 [Data mining approach for analyzing call center performance](#)

Ads

Marcin Paprzycki, Ajith Abraham, Ruiyuan Guo, Srinivas Mukkamala

 May 2004 IEA/ AI E'2004: Proceedings of the 17th international conference on Innovations
 in applied artificial intelligence

Publisher: Springer Springer Verlag Inc

 Additional Information: [full citation](#), [abstract](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): n/a, Downloads (12 Months): n/a, Citation Count: 0

 The aim of our research was to apply well-known data mining techniques (such as linear
 neural networks, multi-layered perceptrons, probabilistic neural networks, classification
 and regression trees, support vector machines and finally a hybrid decision ...

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2 [Proceedings of the twenty-second IEEE/ACM international conference on](#)

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[Automated software engineering](#)

Kurt Stirewalt, Alexander Egyed, Bernd Fischer

November 2007 proceeding

Publisher: ACM

 Additional Information: [full citation](#), [abstract](#)

Bibliometrics: Downloads (6 Weeks): n/a, Downloads (12 Months): n/a, Citation Count: 0

 Welcome to Atlanta and the 22nd IEEE/ACM International Conference on Automated
 Software Engineering, the major annual forum on the theory and practice of automating
 all aspects of the software-development process. Software engineering is concerned
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3 [Summarizing application performance from a components perspective](#)

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Kavitha Srinivas, Harini Srinivasan

 September 2005 ESEC/ FSE-13: Proceedings of the 10th European software engineering
 conference held jointly with 13th ACM SIGSOFT international symposium on
 Foundations of software engineering

Publisher: ACM

 Full text available: [pdf\(305.09 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 4, Downloads (12 Months): 47, Citation Count: 1

In the era of distributed development, it is common for large applications to be assembled from multiple component layers that are developed by different development teams. Layered applications have deep call paths and numerous invocations (average call ...

Keyw ords: blame assignment, performance analysis, regression, segmented cumulative costs

4 [Summarizing application performance from a components perspective](#)



Kavitha Srinivas, Harini Srinivasan

September 2005 ACM SIGSOFT Software Engineering Notes, Volume 30 Issue 5

Publisher: ACM

Full text available: [pdf\(305.09 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

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In the era of distributed development, it is common for large applications to be assembled from multiple component layers that are developed by different development teams. Layered applications have deep call paths and numerous invocations (average call ...

Keyw ords: blame assignment, performance analysis, regression, segmented cumulative costs

5 [Probabilistic calling context](#)



Michael D. Bond, Kathryn S. McKinley

October 2007 ACM SIGPLAN Notices, Volume 42 Issue 10

Publisher: ACM

Full text available: [pdf\(237.78 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 11, Downloads (12 Months): 89, Citation Count: 0

Calling context enhances program understanding and dynamic analyses by providing a rich representation of program location. Compared to imperative programs, object-oriented programs use more interprocedural and less intraprocedural control flow, ...

Keyw ords: anomaly-based bug detection, calling context, dynamic context sensitivity, intrusion detection, managed languages, probabilistic, residual testing

6 [Probabilistic calling context](#)



Michael D. Bond, Kathryn S. McKinley

October 2007 OOPSLA '07: Proceedings of the 22nd annual ACM SIGPLAN conference on Object oriented programming systems and applications

Publisher: ACM

Full text available: [pdf\(237.78 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 11, Downloads (12 Months): 89, Citation Count: 0

Calling context enhances program understanding and dynamic analyses by providing a rich representation of program location. Compared to imperative programs, object-oriented programs use more interprocedural and less intraprocedural control flow, ...

Keyw ords: anomaly-based bug detection, calling context, dynamic context sensitivity,

intrusion detection, managed languages, probabilistic, residual testing

7 [Perfdiff: a framework for performance difference analysis in a virtual machine environment](#)



Xiaotong Zhuang, Suhyun Kim, Mauricio Serrano, Jong-Deok Choi

April 2008 CGO '08: Proceedings of the sixth annual IEEE/ACM international symposium on Code generation and optimization

Publisher: ACM

Full text available: pdf(408.00 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 0, Downloads (12 Months): 0, Citation Count: 0

Although applications running on virtual machines, such as Java, can achieve platform independence, performance evaluation and analysis becomes difficult due to extra intermediate layers and the dynamic nature of virtual execution environment. We present ...

Key words: performance comparison, virtual machine

8 [Regression testing of GUIs](#)



Atif M. Memon, Mary Lou Soffa

September 2003 ACM SIGSOFT Software Engineering Notes, Volume 28 Issue 5

Publisher: ACM

Full text available: pdf(297.68 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 19, Downloads (12 Months): 386, Citation Count: 4

Although graphical user interfaces (GUIs) constitute a large part of the software being developed today and are typically created using rapid prototyping, there are no effective regression testing techniques for GUIs. The needs of GUI regression testing ...

Key words: GUI call-graph, GUI control-flow graph, GUI testing, call-tree, classification of events, regression testing, repairing test cases

9 [Regression testing of GUIs](#)



Atif M. Memon, Mary Lou Soffa

September 2003 ESEC/ FSE-11: Proceedings of the 9th European software engineering conference held jointly with 11th ACM SIGSOFT international symposium on Foundations of software engineering

Publisher: ACM

Full text available: pdf(297.68 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)


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Key words: GUI call-graph, GUI control-flow graph, GUI testing, call-tree, classification of events, regression testing, repairing test cases

10

[Lazy, adaptive rid-list intersection, and its application to indexing](#)

-  Vijayshankar Raman, Lin Qiao, Wei Han, Inderpal Narang, Ying-Lin Chen, Kou-Horng Yang, Fen-Ling Ling
June 2007 SIGMOD '07: Proceedings of the 2007 ACM SIGMOD international conference on Management of data
Publisher: ACM


Full text available:  [pdf\(360.84 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 15, Downloads (12 Months): 205, Citation Count: 0

RID-List (row id list) intersection is a common strategy in query processing, used in star joins, column stores, and even search engines. To apply a conjunction of predicates on a table, a query process ordoes index lookups to form sorted RID-lists (or ...

Keywords: AND tree, intersection, lazy, sorting, star join

11 [Measuring empirical computational complexity](#)

-  Simon F. Goldsmith, Alex S. Aiken, Daniel S. Wilkerson
September 2007 ESEC-FSE '07: Proceedings of the the 6th joint meeting of the European software engineering conference and the ACM SIGSOFT symposium on The foundations of software engineering
Publisher: ACM

Full text available:  [pdf\(336.12 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


Bibliometrics: Downloads (6 Weeks): 3, Downloads (12 Months): 78, Citation Count: 0

The standard language for describing the asymptotic behavior of algorithms is theoretical computational complexity. We propose a method for describing the asymptotic behavior of programs in practice by measuring their *empirical computational complexity*. ...

Keywords: empirical computational complexity, trend-prof

12 [Improved error reporting for software that uses black-box components](#)

-  Jungwoo Ha, Christopher J. Rossbach, Jason V. Davis, Indrajit Roy, Hany E. Ramadan, Donald E. Porter, David L. Chen, Emmett Witchel
June 2007 ACM SIGPLAN Notices, Volume 42 Issue 6
Publisher: ACM


Full text available:  [pdf\(345.48 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)


Bibliometrics: Downloads (6 Weeks): 32, Downloads (12 Months): 236, Citation Count: 1

An error occurs when software cannot complete a requested action as a result of some problem with its input, configuration, or environment. A high-quality error report allows a user to understand and correct the problem. Unfortunately, the quality of ...

Keywords: classification, error report, machine learning, profiling, software support

13 [Improved error reporting for software that uses black-box components](#)

-  Jungwoo Ha, Christopher J. Rossbach, Jason V. Davis, Indrajit Roy, Hany E. Ramadan, Donald E. Porter, David L. Chen, Emmett Witchel
June 2007 PLDI '07: Proceedings of the 2007 ACM SIGPLAN conference on Programming language design and implementation
Publisher: ACM

Full text available:  [pdf\(345.48 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 32, Downloads (12 Months): 236, Citation Count: 1

An error occurs when software cannot complete a requested action as a result of some problem with its input, configuration, or environment. A high-quality error report allows a user to understand and correct the problem. Unfortunately, the quality of ...

Keywords: classification, error report, machine learning, profiling, software support

14 [Database-aware test coverage monitoring](#)



Gregory M. Kapfhammer, Mary Lou Soffa

February 2008 ISEC '08: Proceedings of the 1st conference on India software engineering conference

Publisher: ACM

Full text available: [pdf\(511.76 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 19, Downloads (12 Months): 24, Citation Count: 0

Unlike traditional programs, a database-centric application interacts with a database that has a complex state and structure. Even though the database is an important component of modern software, there are few tools to support the testing of database-centric ...

Keywords: database application, test coverage monitoring

15 [A framework for enforcing application policies in database systems](#)



Lin Qiao, Basuki Soetarman, Gene Fuh, Adarsh Pannu, Baoqiu Cui, Thomas Beavin, William Kyu

June 2007 SIGMOD '07: Proceedings of the 2007 ACM SIGMOD international conference on Management of data

Publisher: ACM

Full text available: [pdf\(254.05 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 28, Downloads (12 Months): 287, Citation Count: 0

As database systems have grown in terms of scale and complexity, administration tasks have become increasingly difficult and time consuming. A scarcity of skilled database professionals has meant that human costs have begun to dominate the total cost ...

Keywords: database system, policy, self-managing

16 [Model based estimation and verification of mobile device performance](#)



Gopal Raghavan, Ari Salomaki, Raimondas Lencevicius

September 2004 EMSOFT '04: Proceedings of the 4th ACM international conference on Embedded software

Publisher: ACM



Full text available: [pdf\(252.67 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

Bibliometrics: Downloads (6 Weeks): 7, Downloads (12 Months): 57, Citation Count: 1



Performance is an important quality attribute that needs to be planned and managed proactively. Abstract models of the system are not very useful if they do not produce reasonably accurate metrics. Detailed models are time consuming and expensive to ...

Keywords: performance analysis, system level modeling, use case verification



17 [Test suite reduction and prioritization with call trees](#)

-  Adam M. Smith, Joshua Geiger, Gregory M. Kapfhammer, Mary Lou Soffa
November 2007 ASE '07: Proceedings of the twenty-second IEEE/ACM international conference on Automated software engineering
Publisher: ACM
Full text available:  pdf(349.64 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)
Bibliometrics: Downloads (6 Weeks): 14, Downloads (12 Months): 61, Citation Count: 0
This paper presents a tool that (i) constructs tree-based models of a program's behavior during testing and (ii) employs these trees while reordering and reducing a test suite. Using either a dynamic call tree or a calling context tree, the test reduction ...



Keyw ords: call trees, regression testing

- 18 [An empirical study of static program slice size](#)
 David Binkley, Nicolas Gold, Mark Harman
April 2007 ACM Transactions on Software Engineering and Methodology (TOSEM), Volume 16 Issue 2
Publisher: ACM
Full text available:  pdf(247.98 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)
Bibliometrics: Downloads (6 Weeks): 11, Downloads (12 Months): 415, Citation Count: 0
This article presents results from a study of all slices from 43 programs, ranging up to 136,000 lines of code in size. The study investigates the effect of five aspects that affect slice size. Three slicing algorithms are used to study two algorithmic ...

Keyw ords: Program slicing, slice size

- 19 [SATIN: a toolkit for informal ink-based applications](#)
 Jason I. Hong, James A. Landay
August 2007 SIGGRAPH '07: ACM SIGGRAPH 2007 courses
Publisher: ACM
Full text available:  pdf(366.25 KB) Additional Information: [full citation](#), [abstract](#), [references](#)
Bibliometrics: Downloads (6 Weeks): 13, Downloads (12 Months): 116, Citation Count: 0
Software support for making effective pen-based applications is currently rudimentary. To facilitate the creation of such applications, we have developed SATIN, a Java-based toolkit designed to support the creation of applications that leverage the informal ...

Keyw ords: SATIN, gesture, informal, ink, interpreter, pen, recognition, recognizer, sketching, toolkits

- 20 [SATIN: a toolkit for informal ink-based applications](#)
 Jason I. Hong, James A. Landay
November 2000 UIST '00: Proceedings of the 13th annual ACM symposium on User interface software and technology
Publisher: ACM
Full text available:  pdf(248.99 KB) Additional Information: [full citation](#), [references](#), [cited by](#), [index terms](#)
Bibliometrics: Downloads (6 Weeks): 8, Downloads (12 Months): 77, Citation Count: 27





Keyw ords: SATIN, gesture, informal, ink, interpreter, pen, recognition, recognizer, sketching, toolkits

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